



## CASE STUDY

# NAVEX GLOBAL™

The Ethics and Compliance Experts

### COMPANY PROFILE

Company: NAVEX Global, Inc.  
Industry: Software / Compliance  
Headquarters: Lake Oswego, Oregon  
Employees: 500+

### CORPORATE OBJECTIVES

- Lower turnover & costs
- Streamline hiring process
- Increase productivity (hire top performers)
- Increase profitability

### TARGETED JOB POSITIONS

- Contact Center Specialist
- Client Services (in process)
- Client Implementation (in process)
- Sales (future target)

### CONTACT CENTER RESULTS

- Lowered Turnover by 85%
- Est. Savings = \$250,000 (2 months)
- Hiring only 'A-Performers'
- Streamlined Hiring Process



**CINDY RAZ**  
Vice President, Human Resources and Organizational Development  
NAVEX Global, Inc.

Lowered turnover by 85% resulting in an estimated annual savings of \$1.5M

## The Situation

NAVEX Global was experiencing a high volume of candidate applications and a high degree of turnover for people with less than 90-days of service within our Contact Center. With call centers located in Portland, Oregon and Charlotte, North Carolina, NAVEX has 250 employees in the 'Contact Center Specialist' job position. They needed to revisit their overall hiring framework, and believed leveraging an assessment/screening tool would enable their recruiter to quickly screen out 90%+ of applicants and focus their interview process with a small set of candidates that are most-likely (A-Performers) to succeed in our unique environment.

*"During January-February of 2013, we hired and trained 13 people which only 4 made it through the 90-day training program. Based on our turnover figures, we estimate this 70% turnover (9 out of 13) had a cost impact of \$300,000 to our organization."*

## The Solution

NAVEX Global implemented the Top Performer Profile (TPP) program by having all 250 Contact Center Specialist ('position') take the CVI Assessment and then we use Taylor Protocols TPP algorithms to create an ideal candidate (A-Performer) profile. The A-Performer profile was loaded into the Talent Management Platform and the CVI Assessment tool was linked to NAVEX's on-line application system. Immediately, the CVI profile was identifying High Recommended (HR) candidates (22 candidates out of 350 applicants) for the NAVEX recruiter to begin the interviewing and skills testing process.

*"Since implementing the TPP program, we have hired and trained 11 people in March - April and experienced an 85% reduction in turnover (lost 1). TPP program saved NAVEX over \$250,000 in just 2 months and delivered much stronger new hires."*

## The Outcome

Since implementing the TPP program, NAVEX has hired and trained 11 people in March - April and experienced an 85% reduction in turnover. The Contact Center Manager states "the CVI tool coupled with the new streamlined screening process has afforded NAVEX the ability to customize and brand their candidate's experience with the onboarding process by seamlessly selecting the most viable candidates with very little effort, all the while filling our lines of business with successful employees with the right skills."

